

System Map 2, Feedback Loops

Document Control # 10098SUPPORT FOR (AGENCY): DFRFOCUS AREA: DFR Program Integrity and Quality Control

FEEDBACK LOOPS:

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<u>Suppliers</u>	<u>Inputs</u>	<u>Processes/Functions</u>	<u>Outputs</u>	<u>Customers</u>
Federal Legislature	Laws	<u>Primary</u> Determine Federally mandated error rates (positive & negative) for Food Stamps and Conduct Federally mandated management evaluations of the local offices.	Policy	Local Office Staff
State Legislature	Regulations		Response	Federal Government
Federal Executive Branch	Legal Decisions / Settlements		Fraud Claims	Taxpayers
	Policy Development	Other Quality Assurance activities and audits (e.g., special State projects, Continual Improvement initiative)	Extension Decisions	Clients
State Executive Branch	IPPM Manual	Public Assistance Field Consultants- act as liaisons between local and central office regarding policy & training input	Error / No Error Reports	Central Office Staff
Policy Unit	Good Cause Requests	Corrective action plans as required by Federal, State or Contractual provisions	Federal Reports	State
Courts	Supporting Documents	Development	Annual Report	Executive Office
Clients / Recipients	Business Needs	Execution	Sampling Plan and Operations	Other States
Local Office Staff	Interpretations of regulations / laws		Response to Federal Errors	Research Community
Third Party Contacts (Banks, Employers, etc.)	Case Files	Technical: ICES	Client Notices	Research and Statistics
Federal Agencies	Answers to Questions		Local Office Notifications	Other Agencies
Financial Management	Independent Verifications		MOUs / Contracts	Federal Agencies
State Auditor	E-mail Requests for Verification of alien entitlement		Administrative Letters	Indiana Commission on Public Records
Indiana Commission of Public Records	Form Inventory		Training	Vendors
Legal				

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Central Office Staff Vendors Data Management	Constituency Inquiries	State Plan Amendment Flash Bulletins Transferred Cases Verification for S.A.V.E. Request for Further Information Requests for Forms Up-to-date Forms Federal Reporting MOU/Contracts Completed by: Joan Cartwright
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